



November 12, 2014

Current Contract Period: **January 1, 2013 through January 4, 2015**
(Metro Office Solutions, Staples, and OfficeMax)

BUYER INFORMATION: Name: Laurie Borchelt
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RENEWAL INFORMATION (Potential Final Expiration)	Metro Office Solutions	Staples	OfficeMax	Office Depot
	01/04/15	01/04/15	01/04/15	12/31/14

THE USE OF THIS CONTRACT IS NOT MANDATORY.

~ Instructions for use of the contract, specifications, requirements, and pricing are attached ~.

CONTRACT NUMBER	VENDOR NUMBER	VENDOR INFORMATION	MBE/WBE	COOP PROC
C111095001	5217562010 0	<p>Metro Office Solutions 22 Century Blvd, Suite 420 Nashville, TN 37214</p> <p><i>Contact Customer Service Representatives for all questions regarding product/ordering needs at the following numbers:</i></p>	Yes-M/WBE (See below)	Yes

CONTRACT NUMBER	VENDOR NUMBER	VENDOR INFORMATION	MBE/ WBE	COOP PROC
		<ul style="list-style-type: none"> • Customer Service: (877) 638-7641 • Fax: (877) 859-1875 • Email: customerservice@mymetroofficesolutions.com <p>Contract Administrator:</p> <p>Steve DeJonghe (Contract Manager) Phone: (775) 848-5463 Email: Stephen.dejonghe@mymetroofficesolutions.com</p> <p>Vice President of Sales:</p> <p>Thomas Enns Phone: (877) 638-7641 X: 5690</p> <p>Metro Office Solutions is a dual-certified M/WBE (Certification #B04163).</p> <p>Schriefer's Office Equipment will provide delivery and local sales support on behalf of Metro Office Solutions. (See Account Rep contact information below).</p> <p>Account Reps:</p> <p>David Wilde Phone: (877) 638-7641 X: 5269 Email: david.wilde@mymetroofficesolutions.com</p> <p>Becky Heinrich Phone: (877) 638-7641 X: 5268 Email: becky.heinrich@mymetroofficesolutions.com</p>		
C111095002	0433908160 6	<p>Staples Contract & Commercial 8941 Springdale Avenue St. Louis, MO 63134</p> <p>Contact Customer Service Representatives for all questions regarding product/ordering needs at the following numbers:</p> <ul style="list-style-type: none"> • Order by Phone: (877) 294-5499 • Order by Fax: (888) 664-3311 • Order on Web: www.staplesadvantage.com 	No	Yes

CONTRACT NUMBER	VENDOR NUMBER	VENDOR INFORMATION	MBE/WBE	COOP PROC
		<p>Account Rep:</p> <p>Joe Stow (Account Manager) Phone: (573) 893-2794 Email: joe.stow@staples.com</p> <p>Additional Contact:</p> <p>Elizabeth Buehler Phone: (800) 308-4752</p>		
C111095003	8201009600 2	<p>OfficeMax 263 Shuman Blvd. Naperville, IL 60563</p> <p>Contact Customer Service Representatives (Aqua Team) for all questions regarding product/ordering needs at the following numbers:</p> <ul style="list-style-type: none"> • Order by Phone: (888) 264-7388 • Order by Fax: (888) 847-5009 • Order on Web: www.officemaxsolutions.com <p>Account Rep:</p> <p>Kenneth Fike (Gov't Acct Mgr – MO/IL) Phone: (314) 922-8285 Email: kenneth.fike@officedepot.com</p>	No	Yes
C111095004	5926639542 D	<p>Office Depot 6600 North Military Trail Boca Raton, FL 33496-2434</p> <p>Contact Customer Service Representatives for all questions regarding product/ordering needs at the following numbers:</p> <ul style="list-style-type: none"> • Order by Phone: (888) 777-4044 • Order by Fax: (800) 973-3376 • Order on Web: http://business.officedepot.com <p>Account Rep:</p> <p>Todd Hinderliter (Account Manager) Phone: (800) 613-4624 X: 5014 Email: todd.hinderliter@officedepot.com</p>	No	Yes

CONTRACT NUMBER	VENDOR NUMBER	VENDOR INFORMATION	MBE/ WBE	COOP PROC
		<p><i>Additional Contacts:</i></p> <p>Colleen Barber (Service Consultant) Phone: (800) 668-3861 X: 3046 Email: colleen.barber@officedepot.com</p> <p><i>E-Commerce Support:</i> Phone: (800) 269-6888</p>		

STATEWIDE CONTRACT HISTORY

The following summarizes actions related to this Notification of Statewide Contract since its initial issuance. Any and all revisions have been incorporated into the attached document.

CONTRACT PERIOD	ISSUE DATE	SUMMARY OF CHANGES
C111095001-003 01/01/13 - 01/04/15 C111095004 10/18/14 - 12/31/14	11/12/14	- Renewed Office Depot contract (C111095004) through December 31, 2014.
C111095001-003 01/01/13 - 01/04/15 C111095004 10/18/13 - 10/17/14	09/15/14	- Updated Staples ordering website address.
C111095001-003 01/01/13 - 01/04/15 C111095004 10/18/13 - 10/17/14	05/01/14	- Updated OfficeMax website catalog Inquiry only "User Name" and "Password".
C111095001-003 01/01/13 - 01/04/15 C111095004 10/18/13 - 10/17/14	04/18/14	- Updated account rep contact information for OfficeMax. (Erin Wisecarver removed as a contact).
C111095001-003 01/01/13 - 01/04/15 C111095004 10/18/13 - 10/17/14	03/19/14	- Change User E-Registration link for setting up new website accounts from http://register.staplesadvantage.com/c/s?RegFormId=264280 to http://register.staplesadvantage.com/c/s?RegFormId=Bypyop effective April 1, 2014.
C111095001-003 01/01/13 - 01/04/15 C111095004 10/18/13 - 10/17/14	10/15/13	- Contract Renewal for Office Depot through 10/17/14.
C111095001-003 01/01/13 - 01/04/15 C111095004 04/06/11 - 10/17/13	03/25/13	- Changed E-Way website to new Staples Advantage website (www.order.staplesadvantage.com). -Changed Customer Service Representative "Order by Phone" number to: (877) 294-5499. -Deleted Ted Gruener contact information as an Additional Contact for OfficeMax.

C111095001-003 01/01/13 - 01/04/15 C111095004 04/06/11 - 10/17/13	02/08/13	- Updated Password Information for accessing the Staples Advantage website catalog (EWay).
C111095001-003 01/01/13 - 01/04/15 C111095004 04/06/11 - 10/17/13	10/31/12	- Contract Renewals for Metro Office Solutions, Staples Contract and Commerical, and OfficeMax through 01/04/15. Also updated contact information for OfficeMax. (Kymberli Cutler removed as a contact).
C111095001-003 04/01/11 - 12/31/12 C111095004 04/06/11 - 10/17/13	12/28/11	- Changed Metro Office Solutions address from 111 Westwood Place Ste. 200 to 22 Century Blvd., Suite 420, Nashville, TN 37214. Also updated mail order address to the same.
C111095001-003 04/01/11 - 12/31/12 C111095004 04/06/11 - 10/17/13	05/05/11	- Changed Metro Office Solutions address from 105 Westwood Place #205 to 111 Westwood Place Ste. 200. Also updated mail order address to the same.
C111095001-003 04/01/11 - 12/31/12 C111095004 04/06/11 - 10/17/13	05/05/11	- Changed Staples Advantage mailing address from 8941 Springfield to 8941 Springdale. -Included User ID and Password information for accessing the Staples Advantage website catalog. -Changed Phone number for Ted Gruener of OfficeMax from (314) 216-8187 to (314) 662-2923.
C111095001-003 04/01/11 - 12/31/12 C111095004 04/06/11 - 10/17/13	04/21/11	- Corrected Metro Office Solutions email address for Becky Heinrich of Schriefer's Office Equipment.
C111095001-003 04/01/11 - 12/31/12 C111095004 04/06/11 - 10/17/13	04/20/11	Notification of Metro Office Solutions dual M/WBE certification (Certification #B04163). - Addition of Schriefer's Office Equipment as Metro Office Solutions' local sales support provider and delivery fulfillment. (See Account Rep contacts).
C111095001-003 04/01/11 - 12/31/12 C111095004 04/06/11 - 10/17/13	04/12/11	- Contract addition of Office Depot – C111095004. - Metro Office Solutions Missouri-certified M/WBE. - Metro Office Solutions Customer Service/Contact changes. - “Non-Contract” items not available for purchase under this contract. Cooperative Procurement entities must use own contract authority for non-contract item purchases. - Computer hardware/software item exemptions. - Include Inquiry Login and Password information for accessing OfficeMax online catalog. - Changed Account Setup online access information for Metro Office Solutions.
C111095001-003 04/01/11 - 12/31/12	03/23/11	- Change Website Catalog and Online Ordering link for Staples product and contract pricing information from www.staplesadvantage.com to www.eway.com . - Change Account Set-up link for Staples from http://linkregistration.stapleslink.com/c/s?RegFormId=704783 to https://linkregistration.stapleslink.com/webapp/wcs/stores/servlet/emlcustomerreg?RegFormId=704783&storeId=10101&langId=-1 - Include Login and Password information for accessing Metro Office Solutions online catalog.

C111095001-003 04/01/11 - 12/31/12	03/21/11	Initial issuance of new statewide contract.
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1. Purpose:

These contracts for Office Supplies are intended for use by various state agencies throughout the State of Missouri, including members of the Cooperative Procurement Program. Only items designated as “Contract” items are available for purchase under the contracts. Cooperative Procurement entities must use their own contracting authority for any “Non-Contract” purchases desired. This contract may not be used for Non-Contract item purchases even though these items may appear in a given contractor’s catalog offering.

Four (4) separate contracts have been established to accommodate state agencies with their office supply needs. These contracts replace Contract C109242001 with Office Depot. The contracts are cooperative procurement contracts off of the current Western State Contracting Alliance (WSCA) Office Supplies and Services contracts with Metro Office Solutions, OfficeMax, and Staples, as well as the State of Florida’s Office and Educational Consumables contract with Office Depot. Questions regarding the use of these contracts shall be addressed to the contacts listed or the buyer as noted on the first page of this document.

Agencies can source product from any of the four established contracts upon determining the best value/savings for fulfilling your specific office supply needs.

2. Preferred Use Contract:

Contracts C111095001-004 shall be considered “preferred use” contracts which means that state agencies should use the contracts for purchasing office supplies when pricing, delivery, and other contractual terms and conditions are in the agency’s best interest to do so. Agencies are encouraged to use these established contracts, but in rare instances where the state agency can obtain like or similar products that meet the state agency’s needs at a better price, then the agency has authority to purchase the items from other sources so long as the provisions of the Local Purchasing Authority Delegation is followed.

3. Appropriate Contract Usage:

Agencies are advised to use the following statewide contracts rather than office supplies contract for the product lines described below.

PAPER: The statewide Paper contracts are “mandatory use” contracts, intended for bulk, pallet-sized purchases. State agencies should be purchasing paper from the statewide Paper contract when the volumes meet the minimum specified in the contract. Smaller volume purchases of paper (reams and/or cartons) may be made from the Office Supplies contract.

TONER: The statewide Toner Supplies contract is a “preferred use” contract. Agencies should not use this Office Supplies contract for the purchase of toner supplies. If agencies are unable to obtain product due to pricing, delivery, or other contractual terms and conditions under the existing Toner Supplies contract, agencies will need to procure the items under your local authority or through competitive bid as applicable.

COMPUTER HARDWARE/SOFTWARE: The statewide PC Prime Vendor Services contract is a “mandatory use” contract. State agencies must purchase desktop computers, laptop/portable computers, servers, required PC software, printers, magnetic tape backup, memory expansion, modems, monitors, computer accessories (batteries, carrying cases, docks, port replicators, etc.), PC components (CPU upgrades, motherboards, graphic cards, sound cards, etc.), scanners, and server components (racks, cabinets, etc.) from the PC Prime Vendor contract instead of the Office Supplies contracts.

Agencies are also advised to utilize Missouri Vocational Enterprises (MVE) for products/services available from MVE as further explained below.

MVE WAIVER REQUIREMENTS: In the event products or services available on Contracts C111095001-004 are also available from Missouri Vocational Enterprises (MVE), the state agency must acquire the items from MVE as required by section 217.575 RSMo unless the state agency has obtained a waiver from MVE (<http://oa.mo.gov/mo/samii/fin/bulletins/MVEReleaseForm021805.pdf>). It is the agency's responsibility to check the MVE catalog (<http://doc.mo.gov/mve/html/1.htm>) prior to making purchases from Contracts C111095001-004.

IF THE PRODUCTS/SERVICES ARE AVAILABLE FROM MVE, THE STATE AGENCY MUST ORDER FROM MVE.

4. Product Category Discounts:

The contracts include 47 different product categories with wholesaler (name brand) and vendor-specific (house brand) discount structures applicable to each product category. The pricing discounts are available as a separate downloadable document on the Statewide Contracts website along with this Notification of Statewide Contract.

The contractor's discounts are firm for the life of the contract. All discounts shall be applied to each contractor's published list price in their hard copy catalogs. Contractors may be able to offer better discounts on large volume purchases of the same item. Agencies should contact the contractors regarding special pricing on these large volume purchases.

5. Catalogs:

WEBSITE CATALOGS: All products available under the established contracts are accessible through customized Internet-based catalogs on the each of the four contractor's specific websites as follows. The pricing the state agency sees for items in the website catalog is the *already discounted price*.

Metro Office Solutions – www.mymetroofficesolutions.com

Login: Missouri

Password: State

Staples Advantage – www.staplesadvantage.com

-All new accounts will need to register by accessing the following website:

<http://register.staplesadvantage.com/c/s?RegFormId=Bypyop>

All end users will need to set up an account to obtain a User ID and Password whether they're ordering or just accessing for inquiry purposes.

OfficeMax – www.officemaxsolutions.com

Inquiry only:

User Name: browsestate

Password: browse1

Office Depot – www.business.officedepot.com

HARD COPY CATALOGS: Hard copy catalogs are available upon request at no additional cost. Agencies should contact the applicable contractor to obtain a hard copy catalog. Pricing in the hard copy catalogs represents current published list prices which are not discounted.

Products are limited to only those items available in the contractor's catalog offering under the applicable contract. This does not include items that are considered to be "non-contract items" that may be offered by the contractors at market competitive prices. Contract items will be clearly designated as "contract items" in the online catalog.

6. Account Set-up:

Some state agencies may have already established accounts with the various contractors. For accounts not already established, state agencies shall contact the account reps indicated above to set up their account and to obtain the necessary logins and passwords for accessing the contractors' online sites. State agencies may also register accounts online via the applicable contractor's websites as follows:

Metro Office Solutions – www.mymetroofficesolutions.com/wsca

Staples Advantage – <http://register.staplesadvantage.com/c/s?RegFormId=Bypyop>

OfficeMax – <http://omxsolves.com/wsca/missouri> or contact Erin Wisecarver at (636) 346-5886

Office Depot – Contact Todd Hinderliter at (800) 613-4624 X: 5014

7. Pricing:

Contract pricing is based on contractor's published list pricing contained in the contractor's hard copy catalog less the applicable wholesaler (name brand) or vendor-specific (house-brand) product category discounts for the 47 different product categories which are listed in a separate PDF file downloadable on the Statewide Contracts website found with this Notification of Statewide Contract for Office Supplies.

If the product being purchased is a **name brand** product, the wholesaler (name brand) discount applicable for that item would be applied to the published list price in the contractor's hard copy catalog in order to determine the state's price. Likewise, if the product being purchased is a **house brand** product, the vendor-specific (house brand) discount applicable for that item would be applied to the published list price in the contractor's hard copy catalog in order to determine the state's price. This calculation of the state's price should match the pricing for the item contained in the contractor's website catalog since the pricing the state agency sees for items in the website catalog is the *already discounted price*.

Agencies should notify the Division of Purchasing and Materials Management in the event appropriate discounts are not being applied. The state agency should notify the Division of Purchasing and Materials Management in the event that invoiced or website pricing is not equal to or lower than pricing the state agency calculates on the basis of published hard copy catalog pricing.

State agencies should compare pricing among the four contractors for most favorable pricing and terms.

Only one line item appears in SAM2 for purposes of ordering products from this contract.

8. Order Methods:

PHONE ORDERS	Metro Office	Staples	OfficeMax	Office Depot
	(877) 696-7266	(888) 238-6329	(888) 264-7388	(888) 777-4044

FAX ORDERS	Metro Office	Staples	OfficeMax	Office Depot
	(615) 507-3600	(888) 664-3311	(888) 847-5009	(800) 973-3376

MAIL ORDERS	Metro Office	Staples	OfficeMax	Office Depot
	Metro Office Solutions 22 Century Blvd, Ste. 420 Nashville, TN 37214	Staples Advantage 8941 Springdale Avenue St. Louis, MO 63134	OfficeMax 12046 Lackland Rd. St. Louis, MO 63146	Office Depot 6600 North Military Trail Boca Raton, FL 33496

ONLINE ORDERS	Metro Office Solutions
	www.mymetroofficesolutions.com
	Staples Advantage
	www.staplesadvantage.com
	Office Max
	www.officemaxsolutions.com
	Office Depot
	www.business.officedepot.com

9. Freight/Minimum Orders:

Metro Office Solutions	No minimum order. No freight charges on all catalog and web orders. Special orders (i.e. furniture, large drop shipments) will be pre-quoted with a freight charge prior to acceptance of the order.
Staples Advantage	No minimum order. Delivery charges for emergency or rush orders to be quoted at time of order and added to the invoice. Furniture deliveries may incur delivery, installation and set-up fees, with fees quoted at time of order.
OfficeMax	No minimum order. No freight charges on all catalog orders.
Office Depot	Effective 10/18/11 - \$5.95 handling charge for all orders under \$25.00. No delivery charges for orders above \$25.00 (excludes deliveries of furniture). No delivery charge greater than \$40.00 for furniture deliveries.

10. Delivery:

Metro Office Solutions	Desktop delivery next day to all major markets; 1-2 day for all outlying delivery points. Orders will be shipped via contracted courier or an overnight delivery service. Dedicated drivers and UPS where necessary. Each agency will be analyzed for the appropriate delivery method.
Staples Advantage	Delivery next-business day for orders received by 5:00 p.m. All shipments are F.O.B. Destination, freight prepaid and allowed. Deliveries will be made directly to the ordering department/division address. Deliveries will be made by Staples uniformed drivers in most areas.
OfficeMax	Delivery next day in most service areas for orders placed by 4:00; 2 nd business day delivery in some rural or remote areas. Deliveries will be made by OfficeMax private fleet drivers or contracted carriers.
Office Depot	Delivery within two (2) business days for orders placed by 4:00 p.m. All shipments are F.O.B. Destination, freight prepaid. Deliveries to be made to customer's desktop, or as specified by the customer, at no additional cost. Furniture deliveries include inside delivery, set-up, and removal of packing debris.

11. Product Returns:

Metro Office Solutions	Accepts returns up to 30 days after purchase. All items must be returned in its original packaging. Instant credit will be given without pickup for all returns under \$15.00. Returns can be handled online or by contacting customer service for a return authorization number. All other returns will be picked up within three (3) business days and credited within seven (7) business days. Credits to the accounts are posted online under the “Edocs” tab of the online ordering web tool.
Staples Advantage	Accepts any product for return for any reason within 30 days of receipt by the customer. Staples guarantees a no-hassle return, regardless of the reason. Non-defective merchandise returns must be in saleable condition in original packaging with the original documentation in order to receive credit. Furniture must be in original cartons. Returns can be handled online or by contacting customer service for a return authorization number. Note: Some furniture and custom ordered products will not be accepted for return or credit. Contact the account representative for details.
OfficeMax	Accepts catalog items within 30 days of purchase. Unless defective, items should be returned in resalable condition and in unmarked original packaging for full credit or replacement. Returns can be handled online at officemaxsolution.com or by calling toll-free 1-800-472-6473. A return authorization will be issued and should accompany the item being returned (do not write on the item packaging). A pick-up will be initiated normally within three (3) business days. Credit will be issued upon return and inspection by OfficeMax.
Office Depot	Accepts returned merchandise within 30 days of delivery with full credit (no restocking fee). All merchandise should be returned in its original packaging and in sellable condition. Original packaging shall not have any writing on them. No restocking fee if item is returned due to damage, incorrect product shipped, or contractor customer service order entry error.

12. Customer Support:

Metro Office Solutions	Metro Office Solutions has a dedicated customer service team to field all questions including, use of the web tool, deliveries, tracking orders, accounting concerns, sourcing of items, and returns. Customer service hours are 6:00 a.m. to 7:30 p.m. CST.
Staples Advantage	Staples has a trained and experienced customer service team available Monday-Friday, 7:00 a.m. to 7:00 p.m. CST.
OfficeMax	OfficeMax has over 700 U.S.-based customer service personnel available via online, 800#, and email. Phone calls are answered, on average, within 15 seconds.

Office Depot	Office Depot has customer service representatives and technical resources by phone (toll-free), fax, and email to handle all orders and order-related technical issues from 8:00 a.m. to 5:00 p.m. (EST), Monday through Friday, excluding State holidays.
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13. Training:

Metro Office Solutions	Metro Office Solutions offers individual face-to-face training, webinars, conference calls and online help desk support to assist state agencies in the various facets of the contract.
Staples Advantage	Staples offers training webinars to assist state agencies in the various facets of the contract. Quick-training guides and user-reference guides are also available on the website, including online tutorials that walk-through the more common ordering procedures. Individual training is available upon request. Shopping lists can be created to ensure quick and easy online buying.
OfficeMax	OfficeMax offers training on online ordering and contract use at no additional charge.
Office Depot	Office Depot will provide the necessary training to state agencies on all aspects of ordering, product delivery, product returns and customer service processes at the customer's request at no additional cost.

14. Retail Stores:

Metro Office Solutions	Metro Office Solutions has no retail outlets.
Staples Advantage	Contract pricing is not available at Staples' retail stores.
OfficeMax	"Retail Connect Cards" are available for use at over 1,000 OfficeMax retail stores nationwide for contract pricing on like items. The cards can invoice the customer's account or be used in conjunction with the P-Card.
Office Depot	Office Depot has the ability to provide customers with the lower of contract pricing or retail pricing in stores.

**State of Missouri
Office of Administration
Division of Purchasing and Materials Management
Contract Performance Report**

Please take a moment to let us know how this contract award has measured up to your expectations. If reporting on more than one contractor or product, please make copies as needed. This office will use the information to improve products and services available to state agency users. **Comments should include those of the product's end user.**

Contract No.: _____ **Contractor:** _____

Describe Product Purchased (include Item No's., if available): _____

Rating Scale: 5 = Excellent, 4 = Good, 3 = Average, 2 = Poor, 1 = Fails to meet expectations

Product Rating	Rate 1-5, 5 best
Product meets your needs	
Product meets contract specifications	
Pricing	

Contractor Rating	Rate 1-5, 5 best
Timeliness of delivery	
Responsiveness to inquiries	
Employee courtesy	
Problem resolution	
Recall notices handled effectively	

Comments: _____

Prepared by: _____ Title: _____ Agency: _____

Date: _____ Phone: _____ Email: _____

Address: _____

Please detach or photocopy this form & return by FAX to 573/526-9816, or mail to:

Office of Administration
Division of Purchasing and Materials Management
301 West High Street, RM 630
PO Box 809
Jefferson City, Missouri 65102
You may also e-mail form to the buyer as an attachment at
[**laurie.borchelt@oa.mo.gov**](mailto:laurie.borchelt@oa.mo.gov)